

CUSTOMER INFORMATION (Service Location)	
Address 1 <u>12098 NW 11TH AVE</u>	City <u>NORTH MIAMI</u>
Address 2 <u>OFC 2</u>	State <u>FL</u>
Primary Contact Name <u>Armando Rojas</u>	ZIP Code <u>33168</u>
Business Phone <u>(786) 315-0928</u>	County _____
Cell Phone _____	Email Address <u>arojas@northmiamifl.gov</u>
Pager Number _____	Primary Fax Number _____
Technical Contact Name _____	Tech Contact On-Site? <u>No</u>
Technical Contact Business Phone _____	Technical Contact Email _____
Property Manager Contact Name _____	Property Mgr. Phone _____

**COMCAST BUSINESS CLASS SERVICES**

Selection (X)	
Business Class Voice	<input type="checkbox"/>
Business Class Internet	<input checked="" type="checkbox"/>
Business Class TV	<input type="checkbox"/>
Business Class Signature Support	<input type="checkbox"/>

<b>Service Term (Months)</b>	<b>36</b>
------------------------------	-----------

**COMCAST BUSINESS CLASS SERVICES DETAILS**

**Business Class Voice\***

VOICE SELECTIONS	Quantity	Unit Cost	Total Cost
Full Feature Voice Lines	0		
Adtl. F.F. Voice Lines w/ pkg.			
4+ Lines			
Basic Lines	0		
Fax Lines			
Toll Free Numbers			
Equipment Fee			

VOICE OPTIONS	Selection(X)	Total Cost
VoiceMail	0	
Directory Listing Suppression		
Auto-Attendant		

**Business Class Packages**

Package Name:	<b>PACKAGE DESCRIPTION</b>

**Business Class Internet\***

INTERNET SELECTIONS	Selection(X)	Total Cost
Starter	X	\$69.95
Preferred		
Other		
Equipment Fee	X	\$9.95

**Business Class TV\***

TV SELECTIONS	Selection(X)	Total Cost
Basic		
Select		
Information & Entertainment		
Variety		
Standard		
Preferred		
Music Choice Standalone		

INTERNET SELECTIONS	Selection(X)	Non-Recurring Charge
Wireless Gateway Fee		

\*Business Class internet speed tier selections not available in all markets. With the exception of Basic Connect, all business class internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased separately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice to Customer.

INTERNET OPTIONS	Selection(X)	Total Cost
Microsoft Outlook Office Email	X	Included
Web Hosting - Starter	X	Included
Web Hosting - Business		
Web Hosting - Commerce		
Web Hosting - Professional		
Static IP - 1, IPv6	X	\$14.95
Static IP - 5, IPv6		
Static IP - 13, IPv6		
Static IP - 20, IPv6		
Static IP - 61, IPv6		
Static IP - 125, IPv6		
Static IP - 253, IPv6		
Dynamic IPV6		
Xfinity Wifi Hotspot***		
Business Wifi Standard		
Business Wifi Enhanced		

TV OPTIONS	Selection	Total Cost
Sports Pack**		
Music Choice W/Business Class		
Canales Selecto		
Other Programming		
Other Programming		
Other Programming		

TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
HD Outlet Charges			

mini mDTA/mDTA Type	# of Outlets	NRC	MRC

\* Not available in home offices or public view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

\*\* Available for Standard & Preferred TV offers only.

**Business Class Signature Support**

Subscription Plans	Quantity	Unit Cost	Total Cost
Essentials			
Preferred			
Premier			
Premier for Server			
Bolt Ons			
Cloud Back-up Add-on			

\* Internet selections & options not available in all markets.

\*\*\* Business Private WiFi is included with the Xfinity WiFi Hotspot unless specifically noted below in the Notes section of this Agreement.

**COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES**

Business Class	Selection(X)	Quantity	Unit Cost	Total Cost		
Installation Fee	X		\$49.00	\$49.00	Total Monthly Service Charge	\$94.85
Voice Activation Fee*					Promotional Code (if applicable)	
Auto-Attendant Setup Fee					Discount On Internet(if applicable)	
Voice Jack Fee					Discount On Video(if applicable)	
Toll Free Activation Fee					Discount On Voice(if applicable)	
Directory Listing Fee					Discount On Signature Support(if applicable)	
One Time Fix Plans						
One-Time Tech Solve						
In Wall Wiring & Setup						
1st Drop					Total Discount	\$0.00
2 plus Drops						
Second Cable Run						
Wireless Network Setup / 1 WorkStation Setup					<b>Total Recurring Monthly Bill:*</b>	<b>\$94.85</b>
Work Station Setup Add-on						
Wireless Network Setup Add-on						
Onsite Survey						
Same Day Service						
Next Day Service						

\* Per line activation fee, up to four (4) line maximum charge.

**Total Installation Charges:\*** \$49.00

\* Does not include Custom Installation Fees.

\* Applicable federal, state, and local taxes and fees may apply.

**GENERAL SPECIAL INSTRUCTIONS**

**COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS**

Transfer Existing Comcast.net Email	No	Equipment Selection	IP Gateway
Number of Static IPv4s*	1	Business Class Web Hosting	No

\* If 5 or more Static IPs are requested a STATIC IP JUSTIFICATION FORM is required.

**COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS**

Outlet Details	Location	Outlet Type	Additional Comments:
Outlet 1 - Primary			
Outlet 2 - Additional			
Outlet 3 - Additional			
Outlet 4 - Additional			
Outlet 5 - Additional			
Outlet 6 - Additional			
Outlet 7 - Additional			
Outlet 8 - Additional			

OUTLETS 9 & UP	QUANTITY
Analog	
Digital	
HDTV	
DTA	

**COMCAST BUSINESS CLASS VOICE CONFIGURATION DETAILS**

Phone #	Type	Voicemail	Customer Equipment
			Phone System Type ( Key System, PBX, Other)
			Phone System Manufacturer
			Fax Machine Manufacturer
			Alarm System Vendor
			Point of Sale Device
			Telco Closet Location
			<b>Hunt Group Configuration Details</b>
			Hunt Group Features Requested (Yes/No)
			Hunt Group Configuration Type
			Hunt Group Pilot Number

Toil Free #	Calling Origination Area	Associated TN

**Directory Listing Details**

Directory	(Published, Non-Published, Unlisted)
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

**Additional Voice Details**

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No

Account Name: City of North Miami

ID#: 7110331

CUSTOMER BILLING INFORMATION			
Billing Account Name	<u>City of North Miami</u>	City	<u>NORTH MIAMI</u>
Billing Name (3rd Party Accounts)		State	<u>FL</u>
Address 1	<u>12098 NW 11TH AVE OFC 2</u>	ZIP Code	<u>33168</u>
Address 2		Billing Contact Email	<u>arojas@northmiamifl.gov</u>
Billing Contact Name	<u>Armando Rojas</u>	Billing Contact Phone	<u>(786) 315-0926</u>
Tax Exempt?*	<u>yes</u>	Billing Fax Number	

\* If yes, please provide and attach tax exemption certificate.

**AGREEMENT**

1. This Comcast Business Class Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Class Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Class Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

FOR SIGNATURE SUPPORT CUSTOMERS ONLY: Instead of the Comcast Business Class Terms and Conditions, your Agreement includes the Signature Support Terms and Conditions available at <http://business.signaturesupport.comcast.com/terms-and-conditions.html>.

2. Each Comcast Business Class Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

FOR SIGNATURE SUPPORT CUSTOMERS ONLY: The guarantee is applicable only to Signature Support subscription plans. If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS CLASS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

**E911 NOTICE**

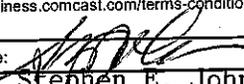
Comcast Business Class Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.

4. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <a href="http://business.comcast.com/terms-conditions/index.aspx">http://business.comcast.com/terms-conditions/index.aspx</a> .	
Signature:	
Print:	<u>Stephen E. Johnson</u>
Title:	<u>City Manager</u>
Date:	<u>2/10/14</u>

FOR COMCAST USE ONLY	
Sales Representative:	<u>Nina Sherman</u>
Sales Representative Code:	<u>76020</u>
Sales Manager/Director:	<u>Francine Shabsels</u>
Sales Manager/Director:	
Division:	<u>Central</u>
Lead ID:	<u>7110331</u>

 OrderForm Version v19  
City Clerk

   
City Clerk